

### CLAIM AMENDMENTS

1     1.     (Currently amended) A method for defining a service level agreement, wherein  
2           the service level agreement defines for a particular network a level of service that  
3           has been offered to a customer by a service provider and agreed to by the  
4           customer, the method comprising the computer-implemented steps of:  
5           creating a schema that provides a set of rules for defining both the contents of  
6           service level agreements and how to organize the contents of service level  
7           agreements;  
8           receiving first information defining the service level agreement, wherein said  
9           information defines one or more tests for monitoring the level of service  
10          that has been offered to the customer;  
11          verifying that the information defining the service level agreement conforms to  
12          the set of rules in said schema;  
13          receiving second information defining a service level contract associated with the  
14          service level agreement, wherein said second information defines apply  
15          times for performing the one or more tests; and  
16          verifying that said first information defining the service level agreement and said  
17          second information defining the service level contract conform with the  
18          level of service that has been offered to the customer by the service  
19          provider by performing:  
20          if said information defining the service level agreement conforms to the set of  
21          rules in said schema, then distributing the one or more tests to one or more  
22          agents that are configured to communicate with devices that are associated  
23          with the particular network; receiving result information based on the  
24          devices or agents performing the one or more tests; and creating and  
25          storing reporting information that identifies one or more exceptions  
26          between the level of service that has been offered and the result  
27          information.

1     2.     (Canceled)

1 3. (Original) The method recited in claim 1, wherein the step of creating a schema  
2 includes the step of generating a schema based on Extensible Markup Language  
3 (XML), wherein the schema provides a template for defining service level  
4 agreements.

1 4. (Original) The method recited in claim 1, further comprising the steps of:  
2 generating, at a server, interface data for defining service level agreements; and  
3 communicating the interface data to a client that is remote from said server,  
4 wherein the interface data allows users to define tests for monitoring the  
5 level of service that is being provided by the service provider.

1 5. (Previously Presented) The method recited in claim 1, further comprising the step  
2 of verifying that the particular network includes one or more devices that may be  
3 configured to perform the one or more tests.

1 6. (Currently amended) A computer readable medium carrying sequences of  
2 instructions for defining a service level agreement, wherein the service level  
3 agreement defines for a particular network a level of service that has been offered  
4 to a customer by a service provider and agreed to by the customer, the sequences  
5 of instructions including instructions for performing the steps of:  
6 creating a schema that provides a set of rules for defining both the contents of  
7 service level agreements and how to organize the contents of service level  
8 agreements;  
9 receiving first information defining the service level agreement, wherein said  
10 information defines one or more tests for monitoring the level of service  
11 that has been offered to the customer;  
12 verifying that the information defining the service level agreement conforms to  
13 the set of rules in said schema;  
14 receiving second information defining a service level contract associated with the  
15 service level agreement, wherein said second information defines apply  
16 times for performing the one or more tests[[: and]] by performing:

17 verifying that said first information defining the service level agreement and said  
18 second information defining the service level contract conform with the  
19 level of service that has been offered to the customer by the service  
20 provider by performing:  
21 if said information defining the service level agreement conforms to the set of  
22 rules in said schema, then distributing the one or more tests to one or more  
23 agents that are configured to communicate with devices that are associated  
24 with the particular network; receiving result information based on the  
25 devices or agents performing the one or more tests; and creating and  
26 storing reporting information that identifies one or more exceptions  
27 between the level of service that has been offered and the result  
28 information.

1 7. (Canceled)

1 8. (Original) The computer readable medium recited in claim 6, wherein the step of  
2 creating a schema includes the step of generating a schema based on Extensible  
3 Markup Language (XML), wherein the schema provides a template for defining  
4 service level agreements.

1 9. (Original) The computer readable medium recited in claim 6, further comprising  
2 instructions for performing the steps of:  
3 generating, at a server, interface data for defining service level agreements; and  
4 communicating the interface data to a client that is remote from said server,  
5 wherein the interface data allows users to define tests for monitoring the  
6 level of service that is being provided by the service provider.

1 10. (Currently amended) A network device configured for defining a service level  
2 agreement that defines for a particular network a level of service that has been  
3 offered to a customer by a service provider and agreed to by the customer,  
4 comprising:  
5 a network interface;

6 a processor coupled to the network interface and receiving information from the  
7 network interface;  
8 a computer-readable medium accessible by the processor and comprising one or  
9 more sequences of instructions which, when executed by the processor,  
10 cause the processor to carry out the steps of:  
11 creating a schema that provides a set of rules for defining both the contents  
12 of service level agreements and how to organize the contents of  
13 service level agreements;  
14 receiving first information defining the service level agreement, wherein  
15 said information defines one or more tests for monitoring the level  
16 of service that has been offered to the customer;  
17 verifying that the information defining the service level agreement  
18 conforms to the set of rules in said schema:  
19 receiving second information defining a service level contract associated  
20 with the service level agreement, wherein said second information  
21 defines apply times for performing the one or more tests[[]; and]]  
22 by performing:  
23 verifying that said first information defining the service level agreement  
24 and said second information defining the service level contract  
25 conform with the level of service that has been offered to the  
26 customer by the service provider by performing:  
27 if said information defining the service level agreement conforms to the set of  
28 rules in said schema, then distributing the one or more tests to one or more  
29 agents that are configured to communicate with devices that are associated  
30 with the particular network; receiving result information based on the  
31 devices or agents performing the one or more tests; and creating and  
32 storing reporting information that identifies one or more exceptions  
33 between the level of service that has been offered and the result  
34 information.

1 11. (Currently amended) A network device configured for defining a service level  
2 agreement that defines for a particular network a level of service that has been  
3 offered to a customer by a service provider and agreed to by the customer,  
4 comprising:  
5 means for creating a schema that provides a set of rules for defining both the  
6 contents of service level agreements and how to organize the contents of  
7 service level agreements;  
8 means for receiving first information defining the service level agreement,  
9 wherein said information defines one or more tests for monitoring the  
10 level of service that has been offered to the customer;  
11 means for verifying that the information defining the service level agreement  
12 conforms to the set of rules in said schema:  
13 means for receiving second information defining a service level contract  
14 associated with the service level agreement, wherein said second  
15 information defines apply times for performing the one or more tests[[:  
16 and]] by performing:  
17 means for verifying that said first information defining the service level  
18 agreement and said second information defining the service level contract  
19 conform with the level of service that has been offered to the customer by  
20 the service provider by:  
21 means operative when said information defining the service level agreement  
22 conforms to the set of rules in said schema for distributing the one or more  
23 tests to one or more agents that are configured to communicate with  
24 devices that are associated with the particular network; receiving result  
25 information based on the devices or agents performing the one or more  
26 tests; and creating and storing reporting information that identifies one or  
27 more exceptions between the level of service that has been offered and the  
28 result information.

1 12. (Cancelled)

1 13. (Cancelled)

1 14. (Cancelled)

1 15. (Cancelled)

1 16. (Cancelled)

1 17. (Cancelled)

1 18. (Cancelled)

1 19. (Cancelled)

1 20. (Cancelled)

1 21. (Cancelled)

1 22. (Previously Presented) The method recited in claim 1, further comprising the steps  
2 of:  
3 storing information that defines the level of service that has been guaranteed to  
4 the customer by the service provider;  
5 wherein the one or more tests are one or more metric tests, and the step of  
6 receiving information defining the service level agreement comprises:  
7 receiving through a standardized open interface metric parameter  
8 information that defines the one or more metric tests that are to be  
9 used to verify that the customer is receiving the level of service  
10 that has been guaranteed by the service provider; and  
11 verifying that based on the metric parameter information, the one or more  
12 metric tests will provide an appropriate set of tests for measuring  
13 the level of service that is being provided to the customer by the  
14 service provider.

1 23. (Original) The method recited in claim 22, wherein the step of verifying the one  
2 or more metric tests includes the step of verifying that the one or more metric tests  
3 conform to a standard of testing that has been approved by the service provider.

1 24. (Cancelled)

- 1 25. (Previously Presented) The computer readable medium recited in claim 6, further  
2 comprising instructions for performing the step of verifying that the particular  
3 network includes one or more devices that may be configured to perform the one  
4 or more tests.
- 1 26. (Canceled)
- 1 27. (Previously Presented) The network device recited in claim 10, wherein the  
2 instructions for creating a schema includes instructions for generating a schema  
3 based on Extensible Markup Language (XML), wherein the schema provides a  
4 template for defining service level agreements.
- 1 28. (Previously Presented) The network device recited in claim 10, wherein the  
2 computer-readable medium further comprises instruction for performing the steps  
3 of:  
4 generating, at a server, interface data for defining service level agreements; and  
5 communicating the interface data to a client that is remote from said server,  
6 wherein the interface data allows users to define tests for monitoring the  
7 level of service that is being provided by the service provider.
- 1 29. (Previously Presented) The network device recited in claim 10, wherein the  
2 computer-readable medium further comprises instruction for performing the step  
3 of verifying that the particular network includes one or more devices that may be  
4 configured to perform the one or more tests.
- 1 30. (Canceled)
- 1 31. (Previously Presented) The network device recited in claim 11, wherein the  
2 means for creating a schema includes means for generating a schema based on  
3 Extensible Markup Language (XML), wherein the schema provides a template for  
4 defining service level agreements.

1 32. (Previously Presented) The network device recited in claim 11, further  
2 comprising:  
3 means for generating, at a server, interface data for defining service level  
4 agreements; and  
5 means for communicating the interface data to a client that is remote from said  
6 server, wherein the interface data allows users to define tests for  
7 monitoring the level of service that is being provided by the service  
8 provider.

1 33. (Previously Presented) The network device recited in claim 11, further  
2 comprising means for verifying that the particular network includes one or more  
3 devices that may be configured to perform the one or more tests.

1 34. (Cancelled)

1 35. (Cancelled)

1 36. (Previously Presented) The computer readable medium recited in claim 6, further  
2 comprising instructions for performing the steps of:  
3 storing information that defines the level of service that has been guaranteed to  
4 the customer by the service provider;  
5 wherein the one or more tests are one or more metric tests, and the step of  
6 receiving information defining the service level agreement comprises:  
7 receiving through a standardized open interface metric parameter  
8 information that defines the one or more metric tests that are to be  
9 used to verify that the customer is receiving the level of service  
10 that has been guaranteed by the service provider; and  
11 verifying that based on the metric parameter information, the one or more  
12 metric tests will provide an appropriate set of tests for measuring  
13 the level of service that is being provided to the customer by the  
14 service provider.



1 37. (Previously Presented) The computer readable medium recited in claim 36,  
2 wherein the step of verifying the one or more metric tests includes the step of  
3 verifying that the one or more metric tests conform to a standard of testing that  
4 has been approved by the service provider.

1 38. (Cancelled)

1 39. (Previously Presented) The network device recited in claim 10, wherein the  
2 computer-readable medium further comprises instructions for performing the  
3 steps of:  
4 storing information that defines the level of service that has been guaranteed to  
5 the customer by the service provider;  
6 wherein the one or more tests are one or more metric tests, and the instructions for  
7 receiving information defining the service level agreement includes  
8 instructions for:  
9 receiving through a standardized open interface metric parameter  
10 information that defines the one or more metric tests that are to be  
11 used to verify that the customer is receiving the level of service  
12 that has been guaranteed by the service provider; and  
13 verifying that based on the metric parameter information, the one or more  
14 metric tests will provide an appropriate set of tests for measuring  
15 the level of service that is being provided to the customer by the  
16 service provider.

1 40. (Previously Presented) The network device recited in claim 39, wherein the  
2 instructions for verifying the one or more metric tests includes instructions for  
3 verifying that the one or more metric tests conform to a standard of testing that  
4 has been approved by the service provider.

1 41. (Cancelled)

1 42. (Previously Presented) The network device recited in claim 11, further  
2 comprising:  
3 means for storing information that defines the level of service that has been  
4 guaranteed to the customer by the service provider;  
5 wherein the one or more tests are one or more metric tests, and the means for  
6 receiving information defining the service level agreement comprises:  
7 means for receiving through a standardized open interface metric  
8 parameter information that defines the one or more metric tests that  
9 are to be used to verify that the customer is receiving the level of  
10 service that has been guaranteed by the service provider; and  
11 means for verifying that based on the metric parameter information, the  
12 one or more metric tests will provide an appropriate set of tests for  
13 measuring the level of service that is being provided to the  
14 customer by the service provider.

1 43. (Previously Presented) The network device recited in claim 11, wherein the  
2 means for verifying the one or more metric tests includes means for verifying that  
3 the one or more metric tests conform to a standard of testing that has been  
4 approved by the service provider.

1 44. (Cancelled)